Procedures for Application for Information of The Office

If you wish to apply for information that is not on our website but still can be made available, please complete and return the application form on our website, or submit an application by email or in writing. In the application, please provide your name (which must be the same as shown on your identity document), the name of your organisation (if applicable), the mode of communication and the details of information requested. Upon receipt of your application, the Office will handle it in accordance with The Ombudsman Ordinance and will contact you.

In general, the Office will respond within 10 working days and arrange for the applicant to view the information in person (25/F, West Tower, Shun Tak Centre) as soon as possible.